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## Candidates requiring Reasonable Adjustments

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We seek to conduct the assessment of all candidates in a way that puts them at no disadvantage, or advantage, over other candidates.

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the candidate at a substantial disadvantage in the assessment situation.

Reasonable adjustments must not affect the integrity of what needs to be assessed, but may involve:

- Changing standard examination arrangements, for example allowing candidates extra time to complete the examination
- Adapting assessment materials, such as providing materials in braille
- Providing access facilitators during the examination, such as a sign language interpreter or reader
- Re-organising the assessment room, such as removal of visual stimuli for an autistic candidate.

Reasonable adjustments are approved or set in place before the examination takes place; they constitute an arrangement to give the candidate access to the qualification. The use of reasonable adjustment will not be taken into consideration during the assessment of a candidate's work.

We will ascertain at the time of candidate registration any special assessment needs which require reasonable adjustments to be made for assessment purposes.

We will inform WSET® Awards at the earliest opportunity using the [Request for Reasonable Adjustments Application Form](#) so that appropriate arrangements can be made. Out of fairness to all candidates, evidence of the individual circumstances giving rise to the request must be produced, and will remain confidential.

The specific arrangements for the examination process itself, or for marking, will be agreed in each case between us and the Examinations Administrator at WSET® Awards, and will vary according to individual circumstances. We agree that WSET® Awards reserves the right to seek the advice of independent agencies as appropriate in coming to a decision on specific arrangements.

Due notice is required from us in order for appropriate arrangements to be agreed by WSET® Awards and put into place. The period of notice required is at least four weeks prior to the examination date for Foundation, Intermediate and Advanced Certificate examinations, and at least 8 weeks before the published dates for Diploma examinations. We note that further details are contained in the Examination Regulations for each specific qualification and [Appendix 1, appendix 1](#) 'Guidance for Reasonable Adjustments and Special Considerations' in the WSET APP Operating Handbook.

We are aware that it is not appropriate to make requests for special arrangements where the candidate's particular difficulty directly affects performance in the actual attributes that are the focus of the examination.

It is noted that reasonable adjustments will not give unfair advantage compared to candidates for whom reasonable adjustments are not being made, or alter the assessment demands of the qualification as detailed in the qualification specification.

We note that the results will be issued according to WSET® Awards' normal published time scales (please see our Customer Services Statement).

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## Candidates requiring Special Consideration

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Special consideration is an action taken after an assessment to allow candidates who have been disadvantaged by temporary illness, injury, indisposition or adverse circumstances at the time of the assessment to demonstrate attainment.

A candidate may be eligible for special considerations if:

- performance for an assessment is affected by circumstances beyond the control of the candidate. This may include recent personal illness, accident or bereavement.

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- alternative assessment arrangements which were agreed in advance of the examination proved inappropriate or inadequate
- the application of special consideration would not mislead the end-user of the certificate

We will notify the WSET® in writing within seven days of the examination date where special consideration is being requested using the Request for Special Consideration Form. Eligibility will only be considered if accompanied by supporting medical documentation.

Where a candidate is unable to attend an examination due to recent personal illness, accident or bereavement, WSET® Awards will endeavour to transfer the candidate to an alternative examination date at no extra cost.

In cases of serious disruption during the assessment, the Examinations Officer will submit a detailed report of the circumstances and candidates affected to the Examinations Administrator at WSET® Awards. We note that this must be returned with the completed examination papers.

We note that special considerations will not give unfair advantage compared to candidates for whom special considerations are not being applied, or alter the assessment demands of the qualification as detailed in the qualification specification.

We also note that further guidance is available in the WSET® APP Operating Handbook in Appendix 1, 'Guidance for Reasonable Adjustments and Special Considerations'.

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## **Policy for complaints procedure**

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We note that complaints against any action or practice which threatens the integrity of WSET® courses, either from APP centre staff or representative or student, should in the first instance be discussed with the APP Centre contact at The School. We undertake to investigate all complaints in a thorough and professional manner. This includes, but is not limited to:

- Notifying the complainant that their complaint will be investigated by a named individual within a given timescale.
- Informing the complainant of the outcome of the investigation in writing.
- Informing the complainant of the appropriate escalation of the complaint if the initial outcome is still unsatisfactory.

An outline of the problem and the main points should be documented and dated. If the problem is not resolved at this stage we will inform the complainant that they should contact a higher authority in The School or the WSET®.

Examples of complaints would be:

- Dis-satisfaction with teaching, facilities or administration of WSET® courses.
- Allegations of discrimination or unfair teaching.
- Falsifying results, assisting candidates with answers.
- Allowing unauthorised material into the exam room, e.g. phones, notes etc.
- Allowing candidates to copy from each other.
- Disruptive behaviours e.g. talking during the exam.

Complaints against the awarding body:

We note that complaints against the Wine and Spirit Education Trust should, in the first instance, be discussed with the centre contact above and documented evidence should then be forwarded to the WSET® who have their own complaints policy.

We note that candidates who are unhappy with their exam results can appeal via the centre contact and the WSET® will investigate. We further note that the deadlines and charges for these investigations as listed on the web site and in the WSET® APP Operating Handbook.

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## Equal Opportunities Policy Statement

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We fully support the principles of Equal Opportunities. We strive to ensure that all candidates for the WSET® qualifications are treated fairly and on an equal basis

Equal Opportunities are assured by:

- the selection, recruitment and training of those working for us;
- ensuring that the format and content of all syllabi, examinations and other materials meet the awarding body requirements and do not discriminate against anyone;
- anonymous assessment of examination candidates wherever possible;
- promoting practices and procedures that give equal opportunities to everyone;
- the variation of any conventional rules and regulations for the conduct of examinations which might inhibit the performance of candidates with specific needs, provided that the standard, quality and integrity of the examination is not compromised.
- the consideration of all aspects of this policy at an early stage in the development of new schemes or qualifications;
- working as appropriate with relevant organisations and agencies to develop measures to identify and prevent inequality of opportunity;
- making every effort to ensure that there is equality of opportunity in the assessment process, regardless of the candidate's gender, age, racial origin, religious persuasion, sexual orientation or disability;
- ensuring, to the best of our ability, that any documentation produced does not contain language or images which may be regarded as offensive or stereotypical, and reflects the diversity of contemporary society.

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## Health and Safety Considerations

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The Wine School is proud to support the Drink Aware Campaign, which promotes the safe drinking of alcohol, we advise all of our customers to enjoy alcohol responsibly and within the governments recommended guidelines. The Wine School do not accept any responsibility for the consequences of overindulgence of alcohol.

Please be aware spittoons are provided but when alcohol comes into contact with the lining of your mouth, a small percentage is absorbed, if driving please take this into account.

### **Wine Tasting on site:**

- You may be tasting several wines in a lecture
- Spittoons will be provided throughout all lectures

Please note the company operates a responsible drinking policy of which copies are available on request.

### **Additional Health & Safety information:**

At Direct Wines we recognise the importance of Health, Safety and the Wellbeing of all our staff and visitors.

Direct Wines will conduct all its activities in a manner which achieves the highest practicable Health & Safety standards for employees and all other persons who could be affected.

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## **Cancellation and Refund Policy**

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We appreciate that your availability and priorities may alter and we aim to be flexible where possible and accommodate any students request to cancel subscription to the course. With this in mind we have installed the following cancellation schedules. The below guidelines and timeframes are non negotiable and The Wine School's decision is final.

Should you not wish to pursue the course for any reason then we offer the opportunity for students to cancel their attendance. Participation can be cancelled with a full refund if notified no less than 10 days before the scheduled course start date. Refunds for later cancellations will be considered on a discretionary basis.

The School wishes to clarify that we retain the right to cancel subscription to the course, should the behaviour of any student give us reasonable grounds to do so. Our decision will be final and a full refund would be applicable irrespective of the stage of the training course where we take such action

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